

HUMAN SERVICES MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Human Services Manager exists is to manage one of the following programs: Vista Del Camino (a City neighborhood center offering a full range of social services to City residents), one of two Senior Centers (coordinate Center activities and programs and coordinate public and private sector social service agencies), Youth and Family Services (oversees the Juvenile Diversion Program, Youth Employment Program, and the Mayor's Youth Council) or Paiute Neighborhood Center (a neighborhood enhancement center) in the Human Services Division of the Community Services Department. This classification is supervisory. Work is performed under general supervision by the Human Services Director.

ESSENTIAL FUNCTIONS

Coordinates center activities with brokered social service agencies and City programs; serves as a representative at local and regional meetings/seminars; negotiates with outside sources for additional grant funding; and prepares social services grant applications.

Determines neighborhood facility objectives; prepares and monitors budget; establishes and evaluates program operating procedures; develops demographic database; and reports on center activities, achievements, and problems to Human Service Director and other City Officials.

Supervises staff work team; assigns and reviews work of staff; seeks out appropriate training opportunities for staff; and prepares performance reviews.

Supports employee involvement in decision making to assist them in meeting individual goals and promotes positive employee attitude; provides guidance to staff in counseling and crisis intervention.

Provides direct social services to clients.

Coordinates upkeep and maintenance of facility and grounds.

Analyzes data to determine community needs; evaluates existing programs to determine effectiveness in meeting needs and comparison to programs in other regional agencies; prepares a variety of reports for internal use detailing community needs and programs implemented; develops a comprehensive system for human services development.

Demonstrates the ability to communicate about and manage organizational changes.

Provide information and support to the Human Services Director and Human Services Advisory Commission. Provides staffing support for Commission meetings.

Prepares and presents Council Action Reports

Participates in the funding process, and make funding recommendations as it relates to CDBG, General Funds, and Scottsdale Cares.

Oversees brokerage agencies; develops licenses and lease agreements. Develops an annual strategic plan to determine which agencies are needed.

Monitors professional services contracts with a variety of social service agencies.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Social problems, community resources, counseling techniques and social service agency and recreation facility administration

Public and private sector social agency operating procedures and grant funding.

Budget development and monitoring.

Ability to:

Coordinate center activities with brokered social service agencies and City programs

Represent the city at local and regional meetings/seminars.

Prepare and negotiate grants.

Determine neighborhood facility objectives

Prepare and monitor budget

Establish and evaluate program operating procedures

Develop demographic database and report on center activities, achievements, and issues.

Accomplish objectives through innovative management techniques, promoting teamwork and continuous improvement.

Manage diversity.

Develop strategic plans

Demonstrate mutual respect for people at all levels.

Coordinate upkeep and maintenance of facility and grounds.

Make presentations and provide staff support to commission meetings.

Listen and communicate effectively (verbally and in writing)

Establish and maintain good working relationships with agency clients, fellow employees, the general public, and professionals in related fields

Produce quality written documents with clearly organized thoughts using proper sentence construction, punctuation and grammar,

Effectively supervise and administer a comprehensive human services program.

Observe, review and check the work of staff members to ensure conformance to standards,

Operate a variety of standard office equipment including a personal computer and related software on a daily basis.

Maintain regular consistent attendance and punctuality.

Education & Experience

A Bachelor's degree in Social Work, Sociology or a closely related field

Five years experience in a supervisory human services (social services) or recreation related field.

A Master's degree is highly desirable.

FLSA Status: Exempt or Non-exempt

HR Ordinance Status: Classified or Unclassified